



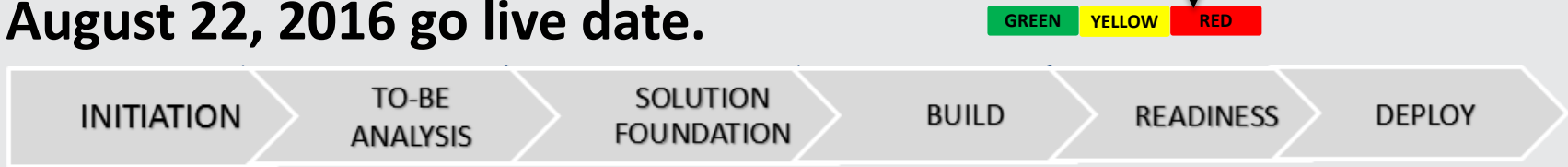
Regional License and Permits Program

Special Meeting of the
Oversight Group Meeting
August 15, 2016



Oversight Agenda Item F – Critical Issues

Item F - Presentation and possible discussion of Outstanding Accela and Agency Critical Issues and Impact to Project for August 22, 2016 go live date.



Current Project Stage : UAT Round 2

Overall Project % Complete : 91%

UAT % Completion: : 66%

Active issue breakdown as of 8/11/16

422 total identified issues; 115 critical; 84 resolved

111 current active issues

81 assigned to Agencies – 20 critical

30 assigned to Accela – 11 critical

Item F – Critical Issues (cont.,)

■ Impacts to the project:

- Issues not resolved in time to meet User Acceptance Testing (UAT) deadlines; UAT not fully completed;
- Late delivery and issue resolution on critical issues will force agencies to have no testing time prior to go live. Very high risk to go live with no testing.
- Agency Staff overloaded with busiest and peak season; did not allow for proper testing with the late delivery
- Result: AA and ACA not fully functional across all jurisdictions and across all modules

Item F – Critical Issues (cont.,)

ACA:

- **Functionality is not there; majority of issues to be resolved.**
 - Impact: Number of record types previously reported for go live has decreased or is not possible for many departments
- **Silverflume – Announced August 11 we cannot connect to their Production server until Mid October (Item G)**
 - Impact: Configuration changes; rework, manual processes and limited ability on testing issues and resolution. Result is no real-time integration for look up of required NRS State ID to complete licensing process. Workaround available.
- **OPC - Company reorganizations; Kickoff held late. Multi-week process is still needed to set up online payment processes, will go past go live date. (Item H)**
 - Impact: No online payments available at go live in ACA.

Item F – Critical Issues (cont.,)

■ Agency and Department Go No Go Status for 8/22



Reno Business Licensing –

- Go on AA with workarounds.
- No Go on ACA
- Workaround required on Amendments & SilverFlume.

Reno Move to Cloud –

- A few unresolved items (Reno Public Users and Code Enforcement critical issue) could prevent Go on AA.



Sparks Building/Planning/Engineering –

- Go – on AA & ACA if Conversion issues are resolved on Accela side.

Sparks Licensing –

- Go on AA.
- No go on ACA. Workaround required on amendments & SilverFlume.



Item F – Critical Issues (cont.,)

• Agency and Department Go No Go Status (cont.,)



Health – Environmental Health & Air Quality-

- No Go on AA & ACA
- High Risk area with most critical issues to renewal processes
- Estimated 5-6 weeks minimum until go live issues resolved
- Additional 2 weeks to test all functionality in Production
- No renewal ability, no mobile app functionality, no in field reporting, missing guide sheet checklists critical for inspections
- For Air Quality, federal regulations would be in jeopardy due to non compliance for renewals and agency permitting if go on 8/22
- No workarounds

Item F – Critical Issues (cont.,)

• Agency and Department Go No Go Status (cont.,)



Washoe Engineering - Go - AA & ACA with workarounds.

Washoe Enforcement - Go - AA & ACA with workarounds.

Washoe Planning - Go - AA & ACA with workarounds

Washoe Building - No Go on AA & ACA

- Minimum of 8 weeks needed. UAT Testing finalization & Reports finalizations - Truepoint
- Plan Review 4000 char limit issue
- Selectron IVR on track.

Washoe Licensing – Same as Reno and Sparks.

Workflow for all Washoe agencies has not been fully tested. (Includes inter-agency workflows)

Item F – Critical Issues (cont.,)

- **Workarounds = Slower application processing times for customers, manual paper processes, and more staff work**
- **No Go Impact: Accela will continue to work with the team to resolve their issues. Cost impacts are not currently anticipated. Go live support will continue.**

Item F – Critical Issues (cont.,)

Conclusion/Discussion for Agenda items J and K (go no go on AA & ACA):

- Go live on 8/22 not possible for all agencies in both AA & ACA (Reno will stay self hosted during this time period)

Recommendation:

- Request to come back to Oversight with an update in middle of September and first part of October
 - Quality vs date driven
 - Determine go live date at one of the Oversight meetings

Item I – Parking Lot items

- **Update as requested at July 14th, 2016 Special Oversight Meeting (Refer to handout)**
 - 22 items currently in the Parking Lot
 - Contains items assigned to Accela, Agency and some that are ‘both’ responsibility
 - 3 SOW Items (1 is a requested rewrite for the Silverflume interface)
 - No estimates of time can be concluded at this point

Items J and K: Direction on Go live

Item J. ...Possible direction to staff regarding going live with Accela Automation, the internal application on August 22, 2016 including next steps. (For Possible Action)

Item K. ...Possible direction to staff regarding going live with Accela Citizen Access, the public ONE website, including next steps. (For Possible action.)

Item L: Announcements

■ Updates on previous agenda items

- We reported the possible use of contingency funds for training material; this will not be needed at this point.
- External citizen team has a first draft of onenv.info
- Messaging Team updates; Potential change to communication timelines
- Completed Basic End User Training and Staff additional training
 - » Changed to REOC room allowed for- No use of contingency funds

■ Any other requests or updates

Item M: Future Meeting Dates

- **Next Meeting date of the Oversight Group**
 - September 6, 2016 1:30 pm would be the next quarterly scheduled meeting and is on the calendar.
 - Recommendations by Project team to set a mid to late September and October Special meeting.
 - Request for Oversight recommended dates



N. Public
Comment

O.
Adjournment